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**IN THE UNITED STATES PATENT
AND TRADEMARK OFFICE**

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Applicant(s): A. IGUTI et al

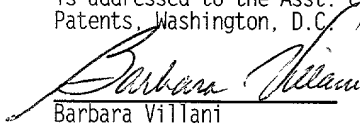
Serial No. : Cont. of
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For : REPAIR REQUEST
HANDLING METHOD AND
REPAIR REQUEST
HANDLING APPARATUS

Art Unit :
Examiner :

I hereby certify that this paper is being deposited with the United States Postal Service "Express Mail Post Office to Addressee" service under 37 CFR 1.10 on the date indicated above and is addressed to the Asst. Commissioner for Patents, Washington, D.C. 20231


Barbara Villani

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PRELIMINARY AMENDMENT

Hon. Commissioner of Patents
and Trademarks

S I R :

IN THE CLAIMS:

Please substitute amended claim 27 as follows:

27. (**amended**) The repair request handling method according to claim 26, further comprising:

displaying questionnaires of a question selection system having different contents in the client terminal based on the selection input of the repair request, the selection input of unnecessary repair, or the selection input of the new product purchase; and taking answers to the questionnaires from said client material.

R E M A R K S

Claim 27 has been amended to eliminate the multiple dependency thereof.

In accordance with 37 CFR 1.121(c), a clean copy of amended claim 27 is set forth in the present Amendment, and a marked-up version of the amended claim 27 is attached hereto.

Respectfully submitted,



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information of the trouble information database based on the identified trouble, when the trouble is identified.

✓ 5 27. The repair request handling method according to ^{claim 26} any one of claims 1 to 26, further comprising: displaying questionnaires of a question selection system having different contents in the client terminal based on the selection input of the repair request, the selection input of unnecessary repair, or the selection
10 input of the new product purchase; and taking answers to the questionnaires from said client terminal.

28. A repair request handling apparatus comprising: first display control means for allowing
15 a client terminal to provide a display for urging a selection input of information for identifying each type of product as a repair object; second display control means for allowing the client terminal to display a question for checking a trouble state of
20 an identified repair object product, when there is the selection input of the information for identifying the repair object product from said client terminal; a trouble information database in which respective types of trouble information are stored; trouble identification means for identifying a trouble based
25 on an answer and the trouble information stored in the trouble information database, when there is the answer to the question for checking the trouble state from